

# Easy steps for Extern Examiners to access UCD systems

Your UCD Connect account will facilitate limited and secure access to view information directly in UCD systems. This will include access to School summary grading data in InfoHub (UCD's Reporting System) and, where agreed with your contact in the School, access to relevant module information in UCD's virtual learning environment, Brightspace.

## 1 Request a UCD Connect account and receive your UCD Connect Username

Guidance documents are available on the [UCD Assessment website](#), which will provide step-by-step information on how to set up your UCD Connect account, types of systems and levels of access that are available, confidentiality and GDPR requirements, and contact details for support queries.

## 2 Set up Multifactor Authentication

UCD has [Multifactor Authentication \(MFA\)](#) on all main systems including Infohub and Brightspace. MFA offers an extra layer of account security which requires you to verify your login. Follow the UCD IT services [instructions](#) to set this up. Within 24 hours of creating your UCD connect account, MFA will be enabled on your account and you will be required to enroll. UCD IT services recommends 'DUO Mobile' app as the most secure second factor method.

## 3 Use your UCD Connect Username to log in to [InfoHub](#) and Brightspace through the 'Log in via SSO' button.

If you are logging in to InfoHub for the first time or if you have forgot your password, click on 'Forgot Password' or follow the UCD IT services [instructions](#) to get a new password, using the forgotten password function of the Password Self Service tool.



**Allow 24 hours from setting up your UCD Connect account to receive access to information in Brightspace**

## 4 Use your UCD Connect Username to access School Grading Summary Reports in InfoHub and to access relevant module information in Brightspace.

V numbers are only used in the initial set-up phase, i.e. the creation of a UCD Connect account. After set-up, your UCD Connect Username is used. If you forget your UCD Connect Username, contact [externexaminer@ucd.ie](mailto:externexaminer@ucd.ie)

For support queries relating to the setup of your UCD Connect Account contact [externexaminer@ucd.ie](mailto:externexaminer@ucd.ie)

*The UCD IT Helpdesk is also available to help from 9.00am - 5.30pm Monday to Friday, excluding holidays*

*For urgent queries, please call at +353 1 716 2700*

*Otherwise you can email [ithelpesk@ucd.ie](mailto:ithelpesk@ucd.ie)*